

December 16, 2002

To All Flight Service Employees:

As the holiday season gets underway, I want to send special greetings to the members of the Air Traffic team in the Flight Service option. The Administration's August announcement of a competitive sourcing study--known as an A-76 study--for your function has raised concerns for many of us. It is understandable that you have many unanswered questions and uncertainty about the future. However, there is reason for hope in the New Year.

Clearly, the Flight Service option is in the spotlight. The importance and complexity of the work accomplished in Flight Service facilities are being recognized throughout the organization as we begin the process of studying your functions. The competitive sourcing process requires a thorough analysis of all the tasks you perform whether obvious or quietly performed in support of the system in less obvious ways. A team of headquarters personnel augmented by peers from the field and regional offices will document all the work that you do. That is an enlightening experience in itself.

Later in the process, another team will develop a "most efficient organization" concept to aggressively compete against the commercial sector in providing the flight service station services. In Air Traffic, we intend to fully support that effort. It will take creative approaches and a willingness to think of ourselves as "bidders" to develop our bid. The final result of the competition will depend on our joint effort to be competitive. We will not know that result of that effort until sometime next year.

Pilots will be flying for business and family celebrations throughout this holiday season. As they prepare for those flights, you have an opportunity to make their holiday flight a safe and happy occasion with your preflight and en route services. It is essential that you focus on the job you do so well throughout the holidays and every day. Concerns surrounding the A-76 study must not detract from your usual outstanding professional service.

Finally, speaking for the entire Air Traffic Service, I value and appreciate the critical work you do every day. I wish you and your family a very happy holiday season.



Bill G. Peacock
Director of Air Traffic